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## APPLICANTS

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\*\* CONTINUING DATA \*\*\*\*\* None JJ

\*\* FOREIGN APPLICATIONS \*\*\*\*\* Yes JJ  
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CHINA 01131067.7 09/13/2001

IF REQUIRED, FOREIGN FILING LICENSE GRANTED.. SMALL ENTITY \*\*  
\*\* 01/23/2002

Foreign Priority claimed <input checked="" type="checkbox"/> yes <input type="checkbox"/> no 35 USC 119 (a-d) conditions met <input checked="" type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance	STATE OR COUNTRY CHINA	SHEETS DRAWING 10	TOTAL CLAIMS 16	INDEPENDENT CLAIMS 2
Verified and Acknowledged Examiner's Signature: <i>[Signature]</i> Initials: JJ				

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## TITLE

Method and system for network based self-help service

<b>FILING FEE RECEIVED</b> 510	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
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